

TREATMENT AND PREVENTION

EXHIBIT X. A.5

Treatment and Prevention

Through the Office of Alcoholism and Substance Abuse Services (OASAS), Sterling Forest Resort will recommend to problem gamblers programming for addiction services for prevention, treatment, and recovery. Our Responsible Gambling Support Center (RGSC) will provide listings to find Problem Gambling Treatment Programs for problem gamblers. We will also use Gamblers Anonymous groups to provide peer and social support for those in recovery or for those who fully intend to control their gambling addiction. For many, these groups will provide a foundation for a successful and long-term recovery from addiction to gambling.

RGAs will be provided scripts to help engage problem gamblers to create a consistent and informative experience for potential problem gamblers. If a patron inquires about treatment for a gambling problem, it is important that they seek a treatment approach that will be most appropriate for their individual circumstance. Finding the right type of treatment for their needs and the right help for a gambling addiction will ensure that they have the greatest chance of recovery.

If their gambling addiction has led to severe financial, legal, or social problems, then they may require inpatient treatment for their condition. This type of help for gambling addiction includes around-the-clock supervision in a hospital-like setting where the patient will stay while undergoing treatment. The intense therapy, counseling, and supervision provided by inpatient treatment centers will significantly reduce the risk of relapse while in treatment. RGAs will be well versed in providing information on these specific support services to help advise patrons on what options they have to begin their road to recovery.

RGAs will also provide a Help Guide to all patrons who make the decision to self-exclude. The Help Guide (Appendix X. A.5-1) will highlight the signs and symptoms of problem gamblers to help the patron begin to diagnose the severity of their problem. The Help Guide will promote one central question, “Do I Have A Problem?” Below are the four points of the Help Guide self-assessment that RGAs will provide to individuals asking for treatment services.

- **Feel the need to be secretive about your gambling.** You might gamble in secret or lie about how much you gamble, feeling others won't understand or that you will surprise them with a big win.
- **Have trouble controlling your gambling.** Once you start gambling, can you walk away? Or are you compelled to gamble until you've spent your last dollar, upping your bets in a bid to win lost money back?
- **Gamble even when you don't have the money.** A red flag is when you are getting more and more desperate to recoup your losses. You may gamble until you've spent your last dollar, and then move on to money you don't have—money to pay bills, credit cards, or things for your children. You may feel pushed to borrow, sell, or even steal things for gambling money. It's a vicious cycle. You may sincerely believe that gambling more money is the only way to win lost money back. But it only puts you further and further in the hole.
- **Family and friends are worried about you.** Denial keeps problem gambling going. If friends and family are worried, listen to them carefully. Take a hard look at how gambling is affecting your life. It's not a sign of weakness to ask for help. Many older gamblers are reluctant to reach out to their adult children if they've gambled away their inheritance. But it's never too late to make changes for the better.

RGAs will also suggest these general resources to help problem gamblers begin the path to a speedy recovery.

- **BET THE HOUSE.** Three powerful vignettes that showcase the behavioral characteristics of a gambling problem and identify problem gambling warning signs and the stages of readiness for

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change. These short stories also present effective interventions and illustrate the roles that family, friends, and the community play in the process.

- **GAM-ANON.** A self-help organization specifically tailored for the spouse, family, or close friends of compulsive gamblers.
- **GAMBLERS ANONYMOUS.** Gamblers Anonymous is a fellowship of men and women who share their experience, strength, and hope with each other that they may solve their common problem and help others to recover from a gambling problem.
- **Institute for Problem Gambling.** Nonprofit organization that seeks to reduce the impact of problem gambling on individuals, families, business, and society through education and training.
- **National Council on Problem Gambling (NCPG).** The ongoing mission of the NCPG is to promote awareness of problem gambling and the availability of counseling support services to help minimize the effects of this national problem and to provide a message of hope and help to those in need.
- **Your First Step to Change.** Guide for those who may be concerned about their gambling behaviors. It helps individuals understand gambling, determine their need to change, and decide how to deal with the change process. The guide was developed as a public service project by the Massachusetts Council on Compulsive Gambling and the Institute for Research on Pathological Gambling and Related Disorders.

All of the above general resources can be found on New York State's Office of Alcoholism and Substance Abuse Services (OASAS) website. The on-site RGA will supply the problem gambler with the website address and conduct a brief navigation tutorial on the website.

Sterling Forest Resort will also be committed to adhering to a socially responsible agenda, advocating a culture that encourages high standards of customer care. Our commitment will stretch beyond the confines of the operation to include the immediate community. The Sterling Forest Resort-funded community outreach program will engage individuals and organizations outside of the casino environment to educate the community on problem gaming. Sterling Forest Resort will support all responsible gambling initiatives by ensuring that we have adequate staff training and allocation with a workable infrastructure for patrons who desire to utilize our services.